

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines September 1999
Bell Atlantic - Massachusetts

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

PRE-ORDERING*		Actual Performance				
Metric #		Standard	BA	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface						
PO-1-01-6020	Customer Service Record - EDI	Parity plus < 4 Seconds	0.08	5.60	5.52	
PO-1-01-6030	Customer Service Record - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-02-6020	Due Date Availability - EDI	Parity plus < 4 Seconds	0.34	3.70	3.36	
PO-1-02-6030	Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-03-6020	Address Validation - EDI	Parity plus < 4 Seconds	0.96	6.83	5.88	
PO-1-03-6030	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04-6020	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.14	4.30	4.16	
PO-1-04-6030	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	NA	NA		
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-06-6020	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	UD	UD		
PO-1-06-6030	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-07-6020	Rejected Query - EDI	Parity plus < 4 Seconds	UD	3.10		
PO-1-07-6030	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08-6020	% Timeouts - EDI	not > .33%		1.14		
PO-1-08-6030	% Timeouts - CORBA	not > .33%		UD		
PO-1-09-6020	Parsed CSR - EDI	Parity plus < 10 Seconds	UD	UD		
PO-1-09-6030	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
PO-2 - OSS Interface Availability						
PO-2-01-6020	OSS Interf. Avail. – Total - EDI	24 hours x 7 days	98.85			717.5
PO-2-01-6040	OSS Interf. Avail. – Total - Maint. Web GUI (RETAS)	24 hours x 7 days	UD			
PO-2-01-6050	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days	UD			
PO-2-02-6020	OSS Interf. Avail. – Prime Time - EDI	>=99.5%	99.94			450.0
PO-2-02-6040	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%	UD			
PO-2-02-6050	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI	>=99.5%	UD			0.0
PO-2-03-6020	OSS Interf. Avail. – Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays	97.01			267.5
PO-2-03-6040	OSS Interf. Avail. – Non-Prime - Maint. Web GUI (RETAS)		UD			
PO-2-03-6050	OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI		UD			0.0
PO-5 - Average Notification of Interface Outage						
PO-5-01-2000	Average Notice of Interface Outage	<20 minutes	UD			
PO-6 - Software Validation						
PO-6-01-2000	Software Validation	<= 5%	UD			
PO-7 - Software Problem Resolution Timeliness						
PO-7-01-2000	% Software Problem Res. Timeliness	>=95%	UD			
PO-7-02-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, No Workaround	48 hours	UD			
PO-7-03-2000	Delay Hrs. - S/W Res. - Change - Xactions Failed, With Workaround	10 days	UD			
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours	UD			
Change Notification*						
PO-4 - Timeliness of Change Management Notice						
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.	> = 95% and no delayed notices and documentation over 8 days	58.00			12
PO-4-01-6621	% Notices Sent on Time - Regulatory		NA			
PO-4-01-6631	% Notices Sent on Time - Industry Standard		NA			
PO-4-01-6641	% Notices Sent on Time - BA Orig.		NA			
PO-4-01-6651	% Notices Sent on Time - TC Orig.		NA			
PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation	8			2
PO-4-02-6621	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA			
PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	If Period not set, default to Ind. Std. Time	NA			
PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.		>=66 days	NA		
PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days	NA			
PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation	165			3
PO-4-03-6621	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time	NA			
PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.		>=66 days	NA		
PO-4-03-6641	Change Mgmt. Notice - Delay 8+ Days - BA Orig.		>=66 days	NA		
PO-4-03-6651	Change Mgmt. Notice - Delay 8+ Days - TC Orig.		>=66 days	NA		
continued						

continued

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CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation*		Standard	CLEC Perf	CLEC Obs
Metric #	PO-4 - Timeliness of Change Management Notice	> = 95% and no delayed notices and documentation over 8 days If Period not set, default to Ind. Std. Time =>45 days =>45 days =>45 days If Period not set, default to Ind. Std. Time =>45 days =>45 days =>45 days	NA NA NA NA NA NA NA NA NA NA NA NA	
PO-4-01-6622	% Notices Sent on Time - Regulatory			
PO-4-01-6632	% Notices Sent on Time - Ind. Std.			
PO-4-01-6642	% Notices Sent on Time - BA Orig.			
PO-4-01-6652	% Notices Sent on Time - TC Orig.			
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory			
PO-4-02-6632	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.			
PO-4-02-6642	Change Mgmt. Notice - Delay 1-7 Days - BA Orig.			
PO-4-02-6652	Change Mgmt. Notice - Delay 1-7 Days - TC Orig.			
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory			
PO-4-03-6632	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.			
PO-4-03-6642	Change Mgmt. Notice - Delay 8+ Days - BA Orig.			
PO-4-03-6652	Change Mgmt. Notice - Delay 8+ Days - TC Orig.			
TROUBLE REPORTING (OSS)*				
	MR-1 - Response Time OSS Maintenance Interface			
MR-1-01-2000	Create Trouble	Parity plus < 4 Seconds		
MR-1-02-2000	Status Trouble	Parity plus < 4 Seconds		
MR-1-03-2000	Modify Trouble	Parity plus < 4 Seconds		
MR-1-04-2000	Request Cancellation of Trouble	Parity plus < 4 Seconds		
MR-1-05-2000	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds		
MR-1-06-2000	Test Trouble (POTS Only)	Parity plus < 4 Seconds		
BILLING				
	BI-1 - Timeliness of Daily Usage Feed			
BI-1-01-2030	% DUF in 3 Business Days	95% in 4 Business Days	96.79	26291770
BI-1-02-2030	% DUF in 4 Business Days		99.49	
BI-1-03-2030	% DUF in 5 Business Days		99.66	
BI-1-04-2030	% DUF in 8 Business Days		99.73	
	BI-2 - Timeliness of Carrier Bill			
BI-2-01-2000	Timeliness of Carrier Bill**	98% in 10 Business Days	100.00	111
	BI-3 - Billing Accuracy			
BI-3-01-2000	% Billing Adjustments - Dollars Adjusted	TBD	UD UD	
BI-3-02-2000	% Billing Adjustments - Number of Adjustments	TBD	UD UD	
OPERATOR SERVICES & DATABASES**				
	OD-1 - Operator Services - Speed of Answer			
OD-1-01-1021	Average Speed of Answer – Operator Services - NE OSC	Parity with BA Retail	2.5 4.9	17322
OD-1-02-1021	Average Speed of Answer – Directory Assistance - NE OSC	Parity with BA Retail	3.0 3.2	220263
Legend Notations defined on Legend sheet - last page				

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CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

RESALE Pre-Ordering			
Metric #		Standard	<div> <div>CLEC Aggregate Performance</div> <div>CLEC Aggregate Observations</div> </div>
PO-3 - Contact Center Availability			
PO-3-01-2000	Average Speed of Answering – Ordering (secs)		25.14
PO-3-02-2000	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	91.20
PO-3-03-2000	Average Speed of Answering – Repair *& (secs)		29.00
PO-3-04-2000	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	76.70
POTS & Pre-qualified Complex - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-01-2320	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		3.44
OR-1-02-2320	% On Time LSRC – Flow Through	95% within 2 Hours	99.81
OR-1-03-2320	Average LSRC Time < 10 Lines		11.28
OR-1-04-2100	% On Time LSRC < 10 Lines	95% within 24 Hours	97.42
OR-1-05-2320	Average LSRC Time >= 10 Lines		9.12
OR-1-06-2320	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
OR-2 - Reject Timeliness			
OR-2-01-2320	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.01
OR-2-02-2320	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00
OR-2-03-2320	Average LSR Reject Time < 10 Lines		10.93
OR-2-04-2320	% On Time LSR Reject < 10 Lines	95% within 24 Hours	97.74
OR-2-05-2320	Average LSR Reject Time >= 10 Lines		13.52
OR-2-06-2320	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00
Complex Services - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-03-2310	Average LSRC Time < 10 Lines	95% within 72 Hours	UD
OR-1-04-2300	% On Time LSRC < 10 Lines		UD
OR-1-05-2310	Average LSRC Time >= 10 Lines		UD
OR-1-06-2310	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD
OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-03-2310	Average LSR Reject Time < 10 Lines	95% within 72 Hours	UD
OR-2-04-2310	% On Time LSR Reject < 10 Lines		UD
OR-2-05-2310	Average LSR Reject Time >= 10 Lines		UD
OR-2-06-2310	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD
POTS / Special Services - Aggregate			
OR-3 - Percent Rejects			
OR-3-01-2000	% Rejects	No Standard	40.37
OR-4 - Timeliness of Completion Notification			
OR-4-01-2000	Completion Notice – Average Response Time		0.00
OR-4-02-2000	Completion Notice – % On Time	95% by next bus. day at noon	99.97
OR-4-03-2000	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD
OR-5 - Percent Flow-Through			
OR-5-01-2000	% Flow Through - Total	No Standard Developed	59.83
OR-5-02-2000	% Flow Through - Simple	No Standard Developed	61.12
OR-5-03-2000	% Flow Through Achieved	95%	UD
OR-6 - Order Accuracy			
OR-6-01-2000	% Accuracy - Orders *	95% Orders without Errors	56.90
OR-6-02-2000	% Accuracy – Opportunities*	95% Orders without Errors	90.60
OR-6-03-2000	% Accuracy – LSRC	95% Orders without Errors	80.00
Special Services - Electronically Submitted			
OR-1 - Order Confirmation Timeliness			
OR-1-03-2200	Average LSRC Time < 10 Lines		11.69
OR-1-03-2210	Average ASRC Time < 10 Lines DS0		UD
OR-1-03-2211	Average ASRC Time < 10 Lines DS1		UD
OR-1-03-2213	Average ASRC Time < 10 Lines DS3		UD
OR-1-04-2200	% On Time LSRC < 10 Lines	95% within 48 Hours	99.32
OR-1-04-2210	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD
OR-1-04-2211	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD
OR-1-04-2213	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD
OR-1-05-2200	Average LSRC Time >= 10 Lines		17.60
OR-1-05-2210	Average ASRC Time >= 10 Lines DS0		UD
OR-1-05-2211	Average ASRC Time >= 10 Lines DS1		UD
OR-1-05-2213	Average ASRC Time >= 10 Lines DS3		UD
OR-1-06-2200	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00
OR-1-06-2210	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD
OR-1-06-2211	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD
OR-1-06-2213	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD
OR-2 - Reject Timeliness			
OR-2-03-2200	Average LSR Reject Time < 10 Lines		11.56
OR-2-04-2200	% On Time LSR Reject < 10 Lines	95% within 48 Hours	100.00
OR-2-05-2200	Average LSR Reject Time >= 10 Lines		0.00
OR-2-06-2200	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA
Legend Notations defined on Legend sheet - last page			

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CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

POTS - Provisioning - Total

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			BA	CLEC Aggregate	BA	All CLECs			
PR-1-04-2100 PR-1-05-2100	PR-1 - Average Interval Offered								
	Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail	7.39	6.24	193	21	4.47	1.03	1.12
	Average Interval Offered – Dispatch (>= 10 Lines)	Parity with BA Retail	10.88	8.23	171	13	6.99	2.01	1.32
PR-2-04-2100 PR-2-05-2100	PR-2 - Average Completed Interval								
	Average Interval Completed – Dispatch (6-9 Lines)	Parity with BA Retail	7.82	6.65	152	17	6.05	1.55	0.76
	Average Interval Completed – Dispatch (>= 10 Lines)	Parity with BA Retail	9.59	9.45	107	11	6.42	2.03	0.07
PR-3-01-2100 PR-3-02-2100 PR-3-03-2100 PR-3-04-2100 PR-3-05-2100 PR-3-06-2100 PR-3-07-2100 PR-3-08-2100 PR-3-09-2100 PR-3-10-2100	PR-3 - Completed within Specified Days								
	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	77.08	50.91	150902	1312		1.17	-22.45
	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	85.90	72.94	150902	1312		0.96	-13.43
	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.64	81.25	150902	1312		0.84	-9.93
	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	6.34	0.66	13859	457		1.16	-4.90
	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	12.56	3.06	13859	457		1.58	-6.03
	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	19.24	13.35	13859	457		1.87	-3.14
	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	87.96	78.69	164761	1769		0.78	-11.92
	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	95.46	94.66	150902	1312		0.58	-1.39
	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	68.26	79.87	13859	457		2.21	5.25
	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.58	96.16	164761	1769		0.49	1.18
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100 PR-4-08-2100	PR-4 - Missed Appointments								
	Average Delay Days – Total	Parity with BA Retail	3.83	4.63	4898	40	5.78	0.92	-0.87
	% Missed Appointment – Customer	None: Analysis Only	2.00	1.82					
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	10.87	5.61	41840	677		1.21	4.36
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.14	0.04	256195	4825		0.05	1.84
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		UD					
PR-5-01-2100 PR-5-02-2100 PR-5-03-2100	PR-5 - Facility Missed Orders								
	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.68	0.31	298035	5502		0.11	3.31
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.03	0.05	298035	5502		0.02	-0.85
	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	298035	5502			
PR-6-01-2100 PR-6-02-2100 PR-6-03-2100	PR-6 - Installation Quality								
	% Installation Troubles reported within 30 Days	Parity with BA Retail	4.28	2.82	266234	11203		0.20	7.47
	% Installation Troubles reported within 7 Days	Parity with BA Retail	2.29	1.21	266234	11203		0.14	7.50
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	4.72	1.51	266234	11203		0.20	15.69

POTS - Business

PR-1-01-2110 PR-1-03-2110	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	1.37	2.02	18264	1142	2.86	0.09	-7.45
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.26	4.77	4155	410	1.83	0.09	-5.38
PR-2-01-2110 PR-2-03-2110	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	1.31	1.98	18010	1130	2.78	0.09	-7.86
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	4.71	4.64	3674	371	3.24	0.18	0.40

POTS - Residence

PR-1-01-2120 PR-1-03-2120	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	0.91	1.99	200040	1064	2.88	0.09	-12.20
	Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail	4.84	5.71	11829	96	3.25	0.33	-2.61
PR-2-01-2120 PR-2-03-2120	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	0.87	1.62	199007	1043	2.71	0.08	-8.91
	Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	5.42	5.76	10185	86	3.65	0.40	-0.86

POTS & Complex Aggregate

PR-1-10-2103 PR-1-11-2103	PR-1 - Average Interval Offered								
	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.51	1.27	70492	1627	8.90	0.22	14.52
	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	4.92	NA	12		3.70		
PR-2-10-2103 PR-2-11-2103	PR-2 - Average Completed Interval								
	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.40	1.24	70492	1627	8.53	0.21	14.77
	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	4.92	NA	12		3.70		

Complex Services

PR-1-01-2300 PR-1-02-2300	PR-1 - Average Interval Offered								
	Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.31	3.38	500	47	4.93	0.75	1.24
	Average Interval Offered – Total Dispatch	Parity with BA Retail	12.59	9.23	608	26	8.26	1.65	2.03
PR-2-01-2300 PR-2-02-2300	PR-2 - Average Completed Interval								
	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.15	3.22	471	46	5.62	0.87	1.07
	Average Interval Completed – Total Dispatch	Parity with BA Retail	12.18	9.14	579	21	9.55	2.12	1.43
PR-4-02-2300 PR-4-03-2300 PR-4-04-2300 PR-4-05-2300 PR-4-08-2300	PR-4 - Missed Appointments								
	Average Delay Days – Total	Parity with BA Retail	10.65	2.67	51	3	19.53	11.60	0.69
	% Missed Appointment – Customer	None: Analysis Only	9.28	6.67					
	% Missed Appointment – Bell Atlantic – Dispatch	Parity with BA Retail	4.20	10.71	1094	28		3.84	-1.70
	% Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.61	0.00	825	47		1.17	0.52
	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		UD					
PR-6-01-2300	PR-6 - Installation Quality								
	% Installation Troubles Reported within 30 Days	Parity with BA Retail	UD	UD					
	<i>continued</i>								

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CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

Special Services - Provisioning		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1 - Average Interval Offered											
PR-1-01-2200	Average Interval Offered – Total No Dispatch	Parity with BA Retail	4.76	3.71	2398	315	4.71	0.28	3.72		
PR-1-02-2200	Average Interval Offered – Total Dispatch	Parity with BA Retail	10.65	9.74	1202	19	6.02	1.39	0.65		
PR-1-06-2200	Average Interval Offered – DS0	Parity with BA Retail	8.05	3.38	534	39	3.81	0.63	7.39		
PR-1-07-2200	Average Interval Offered – DS1	Parity with BA Retail	12.68	7.75	807	28	6.78	1.30	3.78		
PR-1-08-2200	Average Interval Offered – DS3	Parity with BA Retail	15.38	NA	8		3.93				
PR-1-10-2200	Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.71	5.03	656	33	4.13	0.74	-0.43		
PR-1-11-2200	Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	5.72	5.00	83	1	7.33	7.37	0.10		
PR-2 - Average Completed Interval											
PR-2-01-2200	Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.57	3.61	2280	305	5.38	0.33	2.93		
PR-2-02-2200	Average Interval Completed – Total Dispatch	Parity with BA Retail	12.13	8.86	749	14	8.14	2.20	1.49		
PR-2-06-2200	Average Interval Completed – DS0	Parity with BA Retail	8.09	3.62	469	39	7.64	1.27	3.51		
PR-2-07-2200	Average Interval Completed – DS1	Parity with BA Retail	13.31	6.25	651	24	10.75	2.23	3.16		
PR-2-08-2200	Average Interval Completed – DS3	Parity with BA Retail	11.00	NA	2						
PR-2-10-2200	Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.66	5.03	656	33	4.11	0.73	-0.50		
PR-2-11-2200	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.72	5.00	83	1	7.33	7.37	0.10		
PR-4 - Missed Appointments											
PR-4-01-2200	% Missed Appointment – Bell Atlantic – Total	Parity with BA Retail	1.60	0.57	3929	350		0.70	1.47		
PR-4-02-2200	Average Delay Days – Total	Parity with BA Retail	16.17	5.50	63	2	29.42	21.13	0.50		
PR-4-03-2200	% Missed Appointment – Customer	None: Analysis Only	8.98	3.71							
PR-4-08-2200	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		UD							
PR-5- Facility Missed Orders											
PR-5-01-2200	% Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.13	0.00	3929	350		0.20	0.65		
PR-5-02-2200	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	3929	350					
PR-5-03-2200	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	3929	350					
PR-6- Installation Quality											
PR-6-01-2200	% Installation Troubles reported within 30 Days	Parity with BA Retail	0.80	0.55	10806	1276		0.26	0.94		
PR-6-03-2200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.00	10806	1276		0.05	0.56		
Legend Notations defined on Legend sheet - last page											

Carrier to Carrier
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CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES

POTS / Complex - Maintenance							
Metric #		Standard	Actual Performance		Number of Observations		
			BA	CLEC Aggregate	BA	All CLECs	
							Standard Deviation
							Sampling Error
							Z-Score
MR-2 - Trouble Report Rate							
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with BA Retail	1.43	0.73	4627485	194963	0.03
MR-2-03-2100	Network Trouble Report Rate – Central Office	Parity with BA Retail	0.11	0.10	4627485	194963	0.01
MR-2-04-2100	% Subsequent Reports	Assessed I/C/W MRAs	25.23	7.50			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.62	0.55	4627485	194963	0.03
MR-3 - Missed Repair Appointments							
MR-3-01-2100	% Missed Repair Appointment – Loop	Parity with BA Retail	14.15	16.61	66383	1415	0.94
MR-3-02-2100	% Missed Repair Appointment – Central Office	Parity with BA Retail	8.26	7.50	5097	200	1.98
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	5.84	10.92	75037	1081	0.72
MR-4 - Trouble Duration Intervals							
MR-4-01-2100	Mean Time To Repair – Total	Parity with BA Retail	24.65	19.07	71480	1615	23.38
MR-4-02-2100	Mean Time To Repair – Loop Trouble	Parity with BA Retail	25.73	20.80	66383	1415	23.48
MR-4-03-2100	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	10.58	6.80	5097	200	16.37
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	59.32	74.37	71480	1615	1.24
MR-4-06-2100	% Out of Service > 4 Hours	Parity with BA Retail	86.13	77.73	55278	1208	1.01
MR-4-07-2100	% Out of Service > 12 Hours	Parity with BA Retail	66.93	53.48	55278	1208	1.37
MR-4-08-2100	% Out of Service > 24 Hours	Parity with BA Retail	40.40	27.48	55278	1208	1.43
MR-5 - Repeat Trouble Reports							
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with BA Retail	24.47	18.08	71480	1615	1.08
Special Services - Maintenance							
MR-2-01-2200	Network Trouble Report Rate	Parity with BA Retail	0.37	0.31	439672	10046	0.06
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.20	0.20	439672	10046	0.04
MR-4 - Trouble Duration Intervals							
MR-4-01-2200	Mean Time To Repair – Total	Parity with BA Retail	7.95	8.92	1641	31	10.10
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	93.48	93.55	1641	31	4.48
MR-4-06-2200	% Out of Service > 4 Hours	Parity with BA Retail	55.73	70.00	1570	30	9.15
MR-4-08-2200	% Out of Service > 24 Hours	Parity with BA Retail	6.56	6.67	1570	30	4.56
MR-5 - Repeat Trouble Reports							
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with BA Retail	19.26	19.35	1641	31	7.15
Legend Notations defined on Legend sheet - last page							

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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

UNE Pre-ordering

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
	PO-3 - Contact Center Availability			
PO-3-01-3000	Average Speed of Answering – Ordering*			
PO-3-02-3000	% Answered within 30 Seconds – Ordering *	80% within 30 Seconds	29.00	
PO-3-03-3000	Average Speed of Answering – Repair *&			
PO-3-04-3000	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	76.67	49666

POTS/Pre-qualified Complex - Electronically Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-01-3320	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		2.47	
OR-1-02-3320	% On Time LSRC – Flow Through	95% within 2 Hours	99.75	1607
OR-1-03-3320	Average LSRC Time < 10 Lines		20.40	
OR-1-04-3100	% On Time LSRC < 10 Lines (Electronic)	95% within 24 Hours	68.94	2483
OR-1-05-3320	Average LSRC Time >= 10 Lines		30.80	
OR-1-06-3320	% On Time LSRC >= 10 Lines	95% within 72 Hours	92.15	51
	OR-2 - Reject Timeliness			
OR-2-01-3320	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.04	
OR-2-02-3320	% On Time LSR Reject – Flow Through	95% within 2 Hours	100.00	168
OR-2-03-3320	Average LSR Reject Time < 10 Lines		24.53	
OR-2-04-3320	% On Time LSR Reject < 10 Lines	95% within 24 Hours	63.67	245
OR-2-05-3320	Average LSR Reject Time >= 10 Lines		43.93	
OR-2-06-3320	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	83.33	18

Complex Services - Electronically Submitted

	OR-1 - Order Confirmation Timeliness			
OR-1-03-3300	Average LSRC Time < 10 Lines		UD	
OR-1-04-3300	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	UD	
OR-1-05-3300	Average LSRC Time >= 10 Lines		UD	
OR-1-06-3300	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-03-3300	Average LSR Reject Time < 10 Lines		UD	
OR-2-04-3300	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-05-3300	Average LSR Reject Time >= 10 Lines		UD	
OR-2-06-3300	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	

POTS / Special Services - Aggregate

	OR-3 - Percent Rejects			
OR-3-01-3000	% Rejects	No Standard	25.59	7922
	OR-4 - Timeliness of Completion Notification			
OR-4-01-3000	Completion Notice – Average Response Time		0.00	
OR-4-02-3000	Completion Notice – % On Time	95% by noon next bus. day	100.00	4552
OR-4-03-3000	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
	OR-5 - Percent Flow-Through			
OR-5-01-3000	% Flow Through - Total	No Standard Developed	31.23	5145
OR-5-02-3000	% Flow Through - Simple	No Standard Developed	38.80	4141
OR-5-03-3112	% Flow Through Achieved	95%	UD	
	OR-6 - Order Accuracy			
OR-6-01-3000	% Accuracy - Orders*	95% orders without errors	41.52	843
OR-6-02-3000	% Accuracy – Opportunities*	95% orders without errors	90.58	11800
OR-6-03-3000	% Accuracy – LSRC*	95% orders without errors	95.08	651

continued

Carrier to Carrier
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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Special Services - Electronically Submitted

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
OR-1 - Order Confirmation Timeliness			
OR-1-03-3200	Average LSRC Time < 10 Lines	39.88	
OR-1-03-3210	Average ASRC Time < 10 Lines DS0	UD	
OR-1-03-3211	Average ASRC Time < 10 Lines DS1	UD	
OR-1-03-3213	Average ASRC Time < 10 Lines DS3	UD	
OR-1-04-3200	% On Time LSRC < 10 Lines	61.97	71
OR-1-04-3210	% On Time ASRC < 10 Lines DS0	UD	
OR-1-04-3211	% On Time ASRC < 10 Lines DS1	UD	
OR-1-04-3213	% On Time ASRC < 10 Lines DS3	UD	
OR-1-05-3200	Average LSRC Time >= 10 Lines	17.17	
OR-1-05-3210	Average ASRC Time >= 10 Lines DS0	UD	
OR-1-05-3211	Average ASRC Time >= 10 Lines DS1	UD	
OR-1-05-3213	Average ASRC Time >= 10 Lines DS3	UD	
OR-1-06-3200	% On Time LSRC >= 10 Lines	100.00	18
OR-1-06-3210	% On Time ASRC >= 10 Lines DS0	UD	
OR-1-06-3211	% On Time ASRC >= 10 Lines DS1	UD	
OR-1-06-3213	% On Time ASRC >= 10 Lines DS3	UD	
OR-2 - Reject Timeliness			
OR-2-03-3200	Average LSR Reject Time < 10 Lines	7.79	
OR-2-04-3200	% On Time LSR Reject < 10 Lines	100.00	3
OR-2-05-3200	Average LSR Reject Time >= 10 Lines	0.00	
OR-2-06-3200	% On Time LSR Reject >= 10 Lines	NA	

Special Services - FAX/MAIL Submitted

OR-1 - Order Confirmation Timeliness			
OR-1-07-3200	Average LSRC Time < 10 Lines	28.67	
OR-1-07-3210	Average ASRC Time < 10 Lines DS0	UD	
OR-1-07-3211	Average ASRC Time < 10 Lines DS1	UD	
OR-1-07-3213	Average LSRC Time < 10 Lines (Fax)	UD	
OR-1-08-3200	% On Time LSRC < 10 Lines	98.72	78
OR-1-08-3210	% On Time ASRC < 10 Lines DS0	UD	
OR-1-08-3211	% On Time ASRC < 10 Lines DS1	UD	
OR-1-08-3213	% On Time LSRC < 10 Lines (Fax)	UD	
OR-1-09-3200	Average LSRC Time >= 10 Lines	NA	
OR-1-09-3210	Average ASRC Time >= 10 Lines DS0	UD	
OR-1-09-3211	Average ASRC Time >= 10 Lines DS1	UD	
OR-1-09-3213	Average LSRC Time >= 10 Lines (Fax)	UD	
OR-1-10-3200	% On Time LSRC >= 10 Lines	NA	
OR-1-10-3210	% On Time ASRC >= 10 Lines DS0	UD	
OR-1-10-3211	% On Time ASRC >= 10 Lines DS1	UD	
OR-1-10-3213	% On Time LSRC >= 10 Lines (Fax)	UD	
OR-2 - Reject Timeliness			
OR-2-07-3200	Average LSR Reject Time < 10 Lines	24.72	
OR-2-08-3200	% On Time LSR Reject < 10 Lines	97.78	45
OR-2-09-3200	Average LSR Reject Time >= 10 Lines	NA	
OR-2-10-3200	% On Time LSR Reject >= 10 Lines	NA	

Legend Notations defined on Legend sheet - last page

Carrier to Carrier
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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

POTS - Provisioning

Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		5.81		271			
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.37	NA	18264		2.86		
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.37	NA	18264		2.86		
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.26	4.83	4155	6	1.83	0.75	-0.76
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.26	NA	4155		1.83		
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.39	5.00	193	1	4.47	4.48	0.53
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.39	NA	193		4.47		
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	10.88	8.50	171	2	6.99	4.97	0.48
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	10.88	NA	171		6.99		
PR-2 - Average Completed Interval									
PR-2-01-3111	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		6.56		162			
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.31	NA	18010		2.78		
PR-2-01-3140	Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.31	NA	18010		2.78		
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.71	4.75	3674	4	3.24	1.62	-0.02
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.71	NA	3674		3.24		
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.82	NA	152		6.05		
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.82	NA	152		6.05		
PR-2-05-3112	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	9.59	8.50	107	2	6.42	4.58	0.24
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	9.59	NA	107		6.42		
PR-3 - Completed within X Days - Platform & Other (Switch & INP)									
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	77.08	NA	150902				
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	85.90	NA	150902				
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	89.64	NA	150902				
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	6.34	NA	13859				
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	12.56	NA	13859				
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	19.24	NA	13859				
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	87.96	NA	164761				
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	95.46	NA	150902				
PR-3-09-3142	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with BA Retail	68.26	NA	13859				
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.58	NA	164761				
PR-4 - Missed Appointments									
PR-4-02-3100	Average Delay Days - Total	Parity with BA Retail	3.83	7.75	4898	8	5.78	2.05	-1.92
PR-4-03-3100	% Missed Appt. - Customer	None: Analysis Only	2.00	30.95					
PR-4-04-3113	% Missed Appt. - BA - Dispatch - Loop New	Parity with BA Retail	10.87	NA	41840				
PR-4-04-3140	% Missed Appt. - BA - Dispatch - Platform	Parity with BA Retail	10.87	NA	41840				
PR-4-04-3520	% Missed Appt. - BA - Dispatch - Hot Cut	Parity with BA Retail	10.87	5.88	41840	34			
PR-4-05-3111	% Missed Appt. - BA - No Dispatch - Hot Cut Loop	Parity with BA Retail	0.14	0.37	256195	272	0.23	-1.01	
PR-4-05-3121	% Missed Appt. - BA - No Dispatch - Other	Parity with BA Retail	0.14	NA	256195				
PR-4-05-3140	% Missed Appt. - BA - No Dispatch - Platform	Parity with BA Retail	0.14	NA	256195				
PR-4-06-3520	% On Time Performance - Hot Cut	95% Completed Within Window		99.30		284			
PR-4-08-3111	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	None: Analysis Only		UD					
PR-4-08-3121	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	None: Analysis Only		UD					
PR-4-08-3140	% Missed Appt. - Customer - Due to Late Order Confirmation- Platform	None: Analysis Only		UD					
PR-5 - Facility Missed Orders									
PR-5-01-3100	% Missed Appointment - BA - Facilities	Parity with BA Retail	0.68	1.04	298035	193	0.59	-0.61	
PR-5-02-3100	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.03	0.00	298035	193	0.12	0.24	
PR-5-03-3100	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	298035	193			
PR-6 - Installation Quality									
PR-6-01-3100	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	4.28	1.99	266234	2008	0.45	5.05	
PR-6-01-3121	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	4.28	NA	266234				
PR-6-02-3111	% Installation Troubles reported within 7 Days - Hot Cut Loop	< = 2%		0.45		1328			
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	2.29	1.10	266234	2008	0.33	3.56	
PR-6-02-3121	% Installation Troubles reported within 7 Days - Other	Parity w/BA Retail for Found Troubles	2.29	NA	266234				
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only	4.72	3.04	266234	2008	0.47	3.53	
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	None: Analysis Only	4.72	NA	266234				

POTS & Complex Aggregate

PR-1 - Average Interval Offered									
PR-1-10-3133	Av. Interval Offered - Disconnects – No Dispatch	Parity with BA Retail	4.51	6.18	70492	1169	8.90	0.26	-6.36
PR-1-11-3133	Av. Interval Offered - Disconnects – Dispatch	Parity with BA Retail	4.92	NA	12		3.70		
PR-2 - Average Completed Interval									
PR-2-10-3133	Av. Completed Interval - Disconnects – No Dispatch	Parity with BA Retail	4.40	6.18	70492	1169	8.53	0.25	-7.08
PR-2-11-3133	Av. Completed Interval - Disconnects – Dispatch	Parity with BA Retail	4.92	NA	12		3.70		
<i>continued</i>									

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Complex Services		Actual Performance		Number of Observations		Standard Deviation		Sampling Error		Z-Score	
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs					
PR-1-01-3300 PR-1-02-3300	PR-1 - Average Interval Offered	Parity with BA Retail	4.31	4.44	500	48	4.93	0.74	-0.17		
	Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with BA Retail	12.59	6.08	608	759	8.26	0.45	14.48		
PR-2-01-3300 PR-2-02-3300	PR-2 - Average Completed Interval	Parity with BA Retail	4.15	5.39	471	44	5.62	0.89	-1.40		
	Av. Interval Completed – Total No Dispatch Av. Interval Completed – Total Dispatch	Parity with BA Retail	12.18	6.51	579	714	9.55	0.53	10.62		
PR-4-02-3300 PR-4-03-3300 PR-4-04-3300 PR-4-05-3300 PR-4-08-3300	PR-4 - Missed Appointments	Parity with BA Retail	10.65	5.71	51	99	19.53	3.37	1.47		
	Average Delay Days – Total	None: Analysis Only	9.28	5.22							
	% Missed Appointment – Customer	Parity with BA Retail	4.20	11.45	1094	847		0.92	-7.90		
	% Missed Appointment – BA – Dispatch	Parity with BA Retail	0.61	2.20	825	91		0.86	-1.85		
	% Missed Appointment – BA – No Dispatch	None: Analysis Only		UD							
	% Missed Appt. – Customer – Late Order Conf.										
PR-6-01-3300	PR-6 - Installation Quality	Parity with BA Retail	4.28	6.32	266234	886		0.68	-3.00		
	% Installation Troubles Reported within 30 Days										
Special Services - Provisioning											
PR-1-01-3200 PR-1-02-3200 PR-1-06-3200 PR-1-07-3200 PR-1-08-3200 PR-1-09-3511 PR-1-09-3512 PR-1-09-3530 PR-1-10-3200 PR-1-11-3200	PR-1 - Average Interval Offered	Parity with BA Retail	4.76	NA	2398		4.71				
	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	10.65	32.67	1202	3	6.02	3.48	-6.33		
	Av. Interval Offered – Total Dispatch	Parity with BA Retail	8.05	NA	534		3.81				
	Av. Interval Offered – DS0	Parity with BA Retail	12.68	5.50	807	2	6.78	4.80	1.50		
	Av. Interval Offered – DS1	Parity with BA Retail	15.38	NA	8		3.93				
	Av. Interval Offered – DS3	EEL Legend		UD							
	Av. Interval Offered – Total - EEL – Backbone	EEL Legend		UD							
	Av. Interval Offered – Total - EEL – Loop	IOF Legend		13.35		26					
	Av. Interval Offered – Total - IOF	Parity with BA Retail	4.71	NA	656		4.13				
	Av. Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	5.72	NA	83		7.33				
	Av. Interval Offered – Disconnects – Dispatch										
PR-2-01-3200 PR-2-02-3200 PR-2-06-3200 PR-2-07-3200 PR-2-08-3200 PR-2-09-3511 PR-2-09-3512 PR-2-09-3530 PR-2-10-3200 PR-2-11-3200	PR-2 - Average Completed Interval	Parity with BA Retail	4.57	NA	2280		5.38				
	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	12.13	NA	749		8.14				
	Av. Interval Completed – Total Dispatch	Parity with BA Retail	8.09	NA	469		7.64				
	Av. Interval Completed – DS0	Parity with BA Retail	13.31	5.00	651	1	10.75	10.76	0.77		
	Av. Interval Completed – DS1	Parity with BA Retail	11.00	NA	2						
	Av. Interval Completed – DS3	EEL Legend		UD							
	Av. Interval Completed – Total - EEL – Backbone	EEL Legend		UD							
	Av. Interval Completed – Total - EEL – Loop	IOF Legend		13.20		15					
	Av. Interval Completed – Total - IOF	Parity with BA Retail	4.66	NA	656		4.11				
	Av. Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	5.72	NA	83		7.33				
	Av. Interval Completed – Disconnects – Dispatch										
PR-4-01-3200 PR-4-01-3510 PR-4-01-3530 PR-4-02-3200 PR-4-02-3510 PR-4-02-3530 PR-4-03-3200 PR-4-03-3510 PR-4-08-3200	PR-4 - Missed Appointments	Parity with BA Retail	1.60	0.00	3929	14		3.36	0.48		
	% Missed Appointment – BA – Total	Parity with BA Retail	1.60	UD	3929						
	% Missed Appointment – BA – Total - EEL	Parity with BA Retail	1.60	12.50	3929	32		2.23	-4.89		
	% Missed Appointment – BA – Total- IOF	Parity with BA Retail	16.17	NA	63		29.42				
	Average Delay Days – Total	Parity with BA Retail	16.17	UD	63		29.42				
	Average Delay Days – Total - EEL	Parity with BA Retail	16.17	25.25	63	4	29.42	15.17	-0.60		
	Average Delay Days – Total - IOF	None: Analysis Only	8.98	71.43							
	% Missed Appointment – Customer	None: Analysis Only	8.98	UD							
	% Missed Appointment – Customer - EEL	None: Analysis Only		UD							
	% Missed Appt. – Customer – Late Order Conf.										
PR-5-01-3200 PR-5-02-3200 PR-5-03-3200	PR-5 - Facility Missed Orders	Parity with BA Retail	0.13	0.00	3929	14		0.96	0.13		
	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.00	0.00	3929	14					
	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.00	0.00	3929	14					
PR-6-01-3200 PR-6-03-3200	PR-6 - Installation Quality	Parity w/BA RT for Found Troubles	0.80	0.00	10806	5		3.97	0.20		
	% Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.03	0.00	10806	5		0.75	0.04		
PR-7-01-3510	PR-7 - Jeopardy Reports	Jeopardy Legend		UD							
	% Orders with Jeopardy Status - EEL										
*Legend Notations defined on Legend sheet - last page											

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CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

POTS - Maintenance		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
Metric #		BA	CLEC Aggregate	BA	All CLECs			
MR-2 - Trouble Report Rate								
MR-2-02-3112	Network Trouble Report Rate – Loop	1.43	1.13	4627485	17856		0.09	3.46
MR-2-02-3140	Network Trouble Report Rate – Loop - Platform	1.43	UD	4627485			0.13	
MR-2-03-3100	Network Trouble Report Rate – Central Office	0.11	0.20	4627485	17856		0.02	-3.67
MR-2-04-3100	% Subsequent Reports	25.23	8.85					
MR-2-05-3100	% CPE/TOK/FOK Trouble Report Rate	1.62	1.75	4627485	17856		0.09	-1.33
MR-3 - Missed Repair Appointments								
MR-3-01-3112	% Missed Repair Appointment – Loop	14.15	74.13	66383	201		2.46	-24.36
MR-3-01-3140	% Missed Repair Appointment – Loop - Platform	14.15	UD	66383				
MR-3-02-3100	% Missed Repair Appointment – Central Office	8.26	41.67	5097	36		4.60	-7.26
MR-3-03-3112	% CPE/TOK/FOK - Missed Appointment - Loop	5.84	42.74	75037	248		1.49	-24.74
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	5.84	UD	75037				
MR-4 - Trouble Duration Intervals								
MR-4-01-3100	Mean Time To Repair – Total	24.65	82.02	71480	237	23.38	1.52	-37.71
MR-4-02-3112	Mean Time To Repair – Loop Trouble	25.73	90.65	66383	201	23.48	1.66	-39.13
MR-4-02-3140	Mean Time To Repair – Loop Trouble - Platform	25.73	UD	66383		23.48		
MR-4-03-3100	Mean Time To Repair – Central Office Trouble	10.58	33.80	5097	36	16.37	2.74	-8.48
MR-4-04-3100	% Cleared (all troubles) within 24 Hours	59.32	28.27	71480	237		3.20	-9.71
MR-4-06-3100	% Out of Service > 4 Hours	86.13	94.92	55278	59		4.50	-1.95
MR-4-07-3100	% Out of Service > 12 Hours	66.93	84.75	55278	59		6.13	-2.91
MR-4-08-3100	% Out of Service > 24 Hours	40.40	71.19	55278	59		6.39	-4.82
MR-5 - Repeat Trouble Reports								
MR-5-01-3100	% Repeat Reports within 30 Days	24.47	16.88	71480	237		2.80	2.71
POTS Complex - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-02-3300	Network Trouble Report Rate - Loop	UD	UD					
MR-2-03-3300	Network Trouble Report Rate - Central Office	UD	UD					
MR-2-05-3300	% CPE/TOK/FOK Trouble Report Rate	UD	UD					
MR-3 - Missed Repair Appointments								
MR-3-01-3300	% Missed Repair Appointment – Loop	UD	72.73		121			
MR-3-02-3300	% Missed Repair Appointment – Central Office	UD	40.00		30			
MR-4 - Trouble Duration Intervals								
MR-4-01-3300	Mean Time To Repair - Total	UD	96.60		151			
MR-4-02-3300	Mean Time To Repair - Loop Trouble	UD	111.38		121			
MR-4-03-3300	Mean Time To Repair - Central Office Trouble	UD	37.00		30			
MR-4-08-3300	% Out of Service > 24 Hours	UD	77.36		53			
MR-5 - Repeat Trouble Reports								
MR-5-01-3300	% Repeat Reports within 30 Days	UD	16.56		151			
Special Services - Maintenance								
MR-2 - Trouble Report Rate								
MR-2-01-3200	Network Trouble Report Rate	0.37	0.00	439672	988		0.19	1.92
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	0.20	0.00	439672	988		0.14	1.40
MR-4 - Trouble Duration Intervals								
MR-4-01-3200	Mean Time To Repair – Total	7.95	NA	1641		10.10		
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	93.48	NA	1641				
MR-4-06-3200	% Out of Service > 4 Hours	55.73	NA	1570				
MR-4-08-3200	% Out of Service > 24 Hours	6.56	NA	1570				
MR-5 - Repeat Trouble Reports								
MR-5-01-3200	% Repeat Reports within 30 Days	19.26	NA	1641				
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CLEC Aggregate Performance
TRUNKS

ORDERING				Aggregate Interconnection			
Metric #		Standard	Actual Performance		Number of Observations		
OR-1-11-5020 OR-1-11-5030 OR-1-12-5020 OR-1-12-5030 OR-1-13-5020	OR 1 - Order Confirmation Timeliness						
	Av. FOC Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days Negotiated Process 95% on time: 10 Business Days	4.67				
	Av. FOC Time (> 192 and Unforecasted Trunks)		19.41				
	% On Time FOC (<= 192 Forecasted Trunks)		100.00		3		
	% On Time FOC (> 192 and Unforecasted Trunks)				51		
OR-2-11-5000 OR-2-12-5000	OR 2 - Reject Timeliness						
	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)	95% on time: 10 Business Days	17.20				
	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)		80.00		5		
PROVISIONING							
PR-1-09-5020 PR-1-09-5030	PR-1 - Average Interval Offered						
	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	31.92	NA	12	28.80	
	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)		46.65	34.54	17	37.88	11.81 1.02
PR-2-09-5400	PR-2 - Average Interval Completed						
	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	47.14	NA	7	47.69	
PR-4-01-5000 PR-4-02-5000 PR-4-03-5000 PR-4-07-3540	PR-4 - Missed Appointment						
	% Missed Appointment - Bell Atlantic - Total	Parity with IXC / FGD Parity with IXC / FGD None: Analysis Only 95% on Time	0.00	0.00	2799	10321	
	Average Delay Days - Total		0.00	0.00			
	% Missed Appointment - Customer		63.96	38.70			
	% On Time Performance - LNP Only			UD			
PR-5-01-5000 PR-5-02-5000 PR-5-03-5000	PR-5 - Facility Missed Orders						
	% Missed Appointment - Bell Atlantic - Facilities	Parity with IXC / FGD	0.00	0.00	2733	2759	
	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	2733	2759	
	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	2733	2759	
PR-6-01-5000 PR-6-03-5000	PR-6 - Installation Quality						
	% Installation Troubles reported within 30 Days	Parity with IXC / FGD None: Analysis Only	0.00	0.00	2733	10321	
	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE		UD	UD			
MAINTENANCE							
MR-2-01-5000	MR-2 - Trouble Report Rate						
	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.01	177628	150915	0.00 -1.27
MR-4-01-5000 MR-4-04-5000 MR-4-05-5000 MR-4-06-5000 MR-4-07-5000 MR-4-08-5000	MR-4 - Trouble Duration Intervals						
	Mean Time To Repair - Total	Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD Parity with IXC / FGD	1.77	3.30	6	9	
	% Cleared (all troubles) within 24 Hours		100.00	100.00	6	9	
	% Out of Service > 2 Hours		50.00	55.56	6	9	26.35 -0.21
	% Out of Service > 4 Hours		0.00	44.44	6	9	
	% Out of Service > 12 Hours		0.00	0.00	6	9	
	% Out of Service > 24 Hours		0.00	0.00	6	9	
MR-5-01-5000	MR-5 - Repeat Trouble Report Rates						
	% Repeat Reports within 30 Days	Parity with IXC / FGD	16.67	11.11	6	9	19.64 0.28
NETWORK PERFORMANCE							
NP-1-01-5000 NP-1-02-5000 NP-1-03-5000 NP-1-04-5000	NP-1 - Percent Final Trunk Group Blockage						
	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines See Guidelines See Guidelines See Guidelines	0.84	3.05	357	164	0.86 -2.57
	% FTG Exceeding Blocking Std. -(No Exceptions)		0.84	6.10	357	164	0.86 -6.11
	Number FTG Exceeding Blocking Std. - 2 Months			2		164	
NP-2-01-2000 NP-2-02-2000 NP-2-03-2000 NP-2-04-2000 NP-2-05-2000 NP-2-06-2000 NP-2-07-2000 NP-2-08-2000	NP-2 - Collocation Performance						
	% On Time Response to Request for Physical Collocation	10 Days ¹ 10 Days ¹ 76 Days 105 Days 95% on time 95% on time See Guidelines See Guidelines	100.00			97	
	% On Time Response to Request for Virtual Collocation		100.00			2	
	Average Interval - Physical Collocation		80.78				
	Average Interval - Virtual Collocation						
	% On Time - Physical Collocation		93.67			79	
	% On Time - Virtual Collocation		NA				
	Average Delay Days - Physical Collocation		12.40			5	
	Average Delay Days - Virtual Collocation		NA				

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¹ per DTE order issued 7/31/99, Docket 95-58

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LEGEND

* = NY/NE Combined Measurement
** = NE Measurement
& = Resale/UNE Combined Measurement
UD = Performance metric is under development
NA = No Activity
TBD = Performance standard is to be determined
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Completed Within
Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities
100% at least 48 hours before due date without facilities